

STEPS TO PLACING YOUR KIT FOR NEW PARENTS ORDERS

Listed below is a step-by-step guide for placing orders and customizing kits for the Kit for New Parents program:

- 1. Each County Commission should complete one “Kit for New Parents Information Form”, CCFC 392 (New 10/01).** This form will give us a general idea of your current distribution plan and partners. This form can be updated as your County Commission expands its program and partners/providers. This form should be returned to Luis Sepulveda at CFCC four weeks before you plan to submit kit orders.
- 2. If your County Commission is customizing Kits through the State Fulfillment System, complete the “Kit for New Parents Custom Materials Form”, CCFC 393 (New 10/01).** This form will provide descriptions and quantities of custom materials from County Commissions. This form should be submitted at least 15 days prior to sending the custom materials to the State Fulfillment System. The same form should also be enclosed with the packing list once the materials are shipped. County Commissions will be notified when inventories of custom materials run low. If a County Commission chooses not to replenish custom materials and the materials have been depleted, future orders will be filled with basic kits only.

County Commissions will receive “Custom Materials Confirmation & Shipping Instructions” within 5 business days after OSP Fulfillment Services receives the “Kit for New Parents Custom Materials Form”, CCFC 393 (New 10/01). The confirmation will include a shipping reference number and part numbers for the different custom items. This information should be included with custom materials when shipped to the State Fulfillment System.

- 3. Provide each of your partners/providers with several “Kit for New Parents Order Forms”, CCFC 394 (New 10/01)** Partners/providers must return these forms to their County Commission for authorization each time an order is placed. If your office also chooses to keep a quantity of Kits on hand, simply fill out the same order form for your County Commission's orders and forward to OSP Fulfillment Services. This form is also available for download at www.ccfc.ca.gov. In order to access this fill, save, and print form, counties must have the full version of Acrobat.

Following is information that will help you complete your order form:

- **Your partners/providers can choose to receive Kits as needed or establish a regular monthly shipping cycle.**
 - **Partners/Providers can give the families they serve a postcard to complete, CCFC 395 (New 10/01)(or providers can complete on their behalf) to request Kit delivery directly to their home.** This option is available to providers who do not have the storage space to keep Kits on hand. However, this is not the preferred distribution method. These postcards can be ordered on the Kit for New Parents Order Form as well.
 - **Be sure that your address, provider/partner's, and parents designated address is not a P.O. Box.** We cannot ship the Kits to a P.O. Box address.
 - **An authorized County Commission staff person or designee must sign each order form.**
4. **Forward your partners'/providers' authorized order forms via fax or mail directly to OSP Fulfillment Services for processing (see enclosed list for contact information).**
 5. **Let your partners/providers know that it will take two to four weeks for fulfillment of orders and Kits to be shipped, and that they should plan accordingly.** Very large orders may take more than four weeks to process and ship. If you or your partners/providers have any questions about the status of an order, please contact OSP Fulfillment Service, Customer Service at 1-866-634-3458 (Toll Free).
 6. **The OSP Fulfillment Services will ship Kits directly to your partner/provider, if your County Commission chooses this option.** Remember, you can also choose to have the Kits shipped to your County Commission directly if you prefer to customize or distribute Kits yourselves.

If you have any questions about completing the attached forms, placing orders, or customizing your Kit, please contact Luis Sepulveda at (916) 323-7098 or e-mail lsepulveda@ccfc.ca.gov.

DESCRIPTION OF ALL KIT FOR NEW PARENTS FORMS

Kit for New Parents Information Form, CCFC 392 (New 10/01)

Key information to be provided on form: Overview of a County Commission's distribution plans, County Commission designee for authorizing orders of Kits.

This form is designed to be updated as needed, as County Commissions refine and expand their distribution strategies. This information will be shared with Kit evaluators and with the Office of State Publishing(OSP) (OSP is providing all order fulfillment on behalf of CCFC).

Kit for New Parents Order Form, CCFC 394 (New 10/01)

Key information to be provided on form: Request of Kits by a provider, quantity of Kits requested, authorization signature by County Commission or designee (same person indicated on the Information Form).

This form will be used to directly process orders by the Office of State Publishing. A customer service number is available to track orders.

Kit for New Parents Custom Materials Form, CCFC 393 (New 10/01)

Key information to be provided on form: Description and quantity of custom materials a County Commission plans to have inserted in Kits through the State Fulfillment System (will not be inserted locally by the County Commission), and expected date County Commissions plans to ship custom materials for insertion through the State Fulfillment System.

This form should be submitted at least 15 days prior to shipping custom materials for insertion and should also be included with the packing list once the custom materials are shipped to the State Fulfillment System.

Mail-In Order Postcard, CCFC 395 (New 10/01)

Key information to be provided on form: Name and shipping information of parents requesting shipment of an individual Kit.

These cards will be made available to County Commission's partners/providers that have no storage space available to personally distribute Kits to parents. These cards can be requested on the Kit for New Parents Order Form.